

## Customer Service Update

# Your Input is Guiding Our Improvements in Service

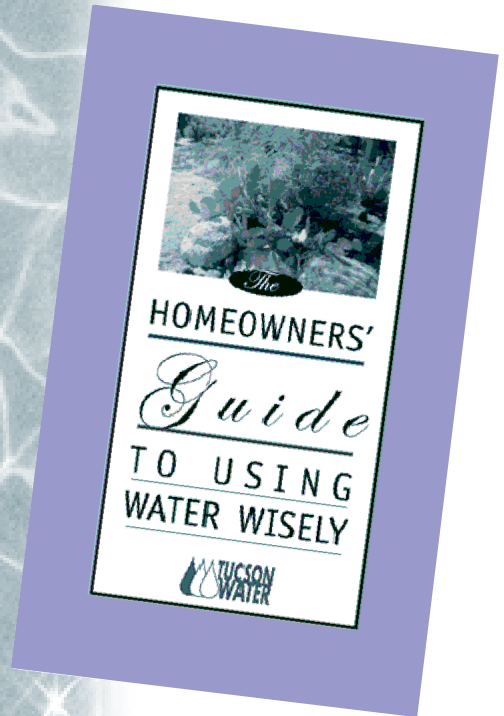
Tucson Water is always working to improve the services we provide to you, our customers, and the best way to give you better service is to ask what you think. Recently, we've been asking you what you'd like to see us concentrate on improving, and we've been working to find the best and most cost-efficient ways to meet your expectations.

Last year, we conducted a customer service survey and thousands of you responded. From the information you provided, we've already begun to make improvements in how we serve you – particularly in how we respond when you call us on the phone. This spring, we'll be sending out surveys to many customers who contact us about a billing issue, request water service changes, or require other specific services. We'll then use this information to guide us as we work to serve you better.

In the future, you'll be seeing more information about the improvements we're making in customer service thanks to you working with us to make our community's water service better.

# Your Water Connection

News & Tips for Tucson Water Customers



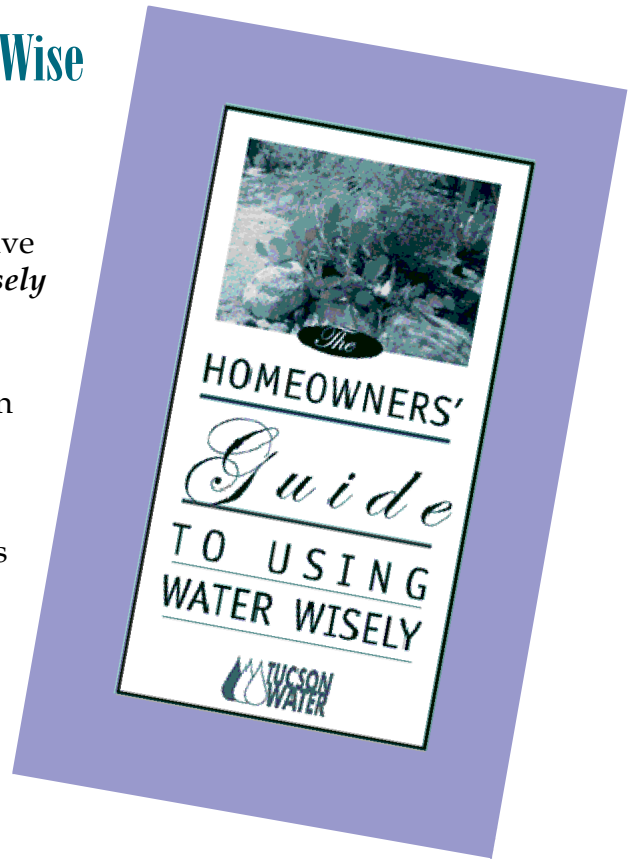
January 2002

<http://www.ci.tucson.az.us/water/>

## Homeowners — Go On-Line for Wise Water Use Tips

One of Tucson Water's most requested informational booklets, our comprehensive *Homeowners' Guide to Using Water Wisely* is now available on-line to anyone with Internet access.

The Guide provides valuable information on wise water usage, and tips and instructions on how to save water both indoors and outside. It covers topics ranging from finding and repairing leaks in toilets and faucets to designing and maintaining a water-efficient Xeriscape landscape in your yard. Take a look at the printable Guide by visiting our web site at [www.ci.tucson.as.us/water](http://www.ci.tucson.as.us/water).



## Clearwater Expansion Underway

Tucson Water contractors have begun construction

of a new pipeline to bring additional Colorado River water to the recharge basins at the Clearwater Renewable Resource Facility. The one-mile pipeline is 60 inches in diameter. Rogelio Gaxiola, Tucson Water project manager, says the pipeline should be completed by the Summer of 2002.



The Clearwater Renewable Resource Facility, located in Avra Valley west of

Tucson, supplies Tucson Water customers with about 20 million gallons of water each day – a blend of recharged Colorado River water and groundwater. Clearwater began operation in May of 2001, allowing Tucson Water to shut down a number of groundwater wells in the central city area.



## On the Water Front



As we begin 2002, ours is a rapidly changing world. The future is more uncertain than it has been for decades.

But the challenges that lie ahead offer opportunities for positive change for our world, our nation, our city, and each of us as individuals. This is the attitude with which Tucson Water is approaching the future.

Your water utility will be focusing on three areas of achievement this year. The first goal includes improving the efficiencies in our work processes, maintaining the affordability of water and exceeding your, our customers', expectations in every situation.

Second, is to encourage and support each and every Tucson Water employee in a commitment to pursue excellence in the tasks they perform and the services they provide. We will be setting goals for ourselves that are at the limit of

attainability and focus on personal achievement.

Third, is to encourage creativity, support new ideas, and seek innovative approaches to meeting challenges throughout our organization.

We believe that you, our customers, and we, as your employees, will greatly benefit from these positive approaches to the delivery of our product and service. To all our customers let me say that we value your partnership as we continue to work together, making improvements in the ways we serve you and in the water we provide.

David V. Modeer  
Director, Tucson Water

### Clearwater Quality Report - December 2001

46	Sodium (ppm)
231	Mineral Content (ppm)
88	Hardness (ppm)
8.1	pH (units)
Neg*	Coliform Bacteria
1.05	Chlorine level average (ppm)
83.7	Temp (deg F)

\* Values for November

Visit the Tucson Water Web Site at <http://www.ci.tucson.az.us/water/>

*The Water Connection* is produced by Tucson Water. To receive a copy, or to receive this information in Spanish, call 791-4331 or mail your request to:

Customer Information, P.O. Box 27210, Tucson, AZ 85726-7210

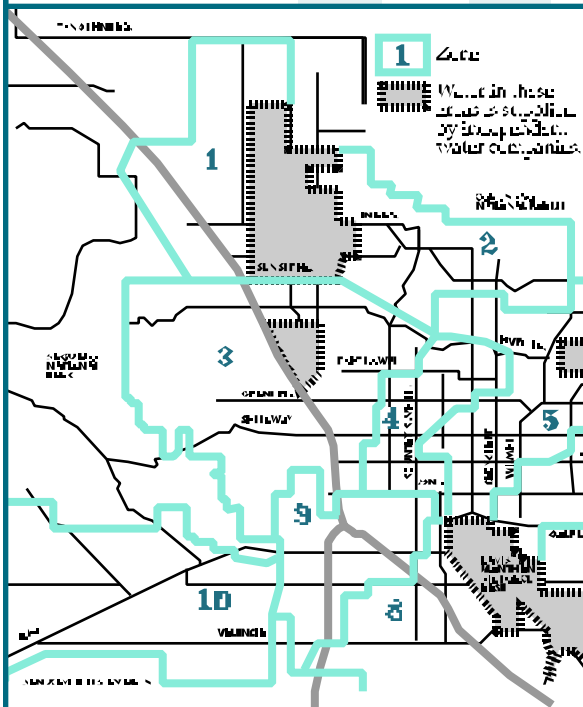
City of Tucson TTY number: 791-2639



Si usted desea este documento escrito en español, por favor, llame al 791-4331.

# GROUNDWATER QUALITY REPORT - October 2001

Water Quality Zone		1	2	3	4	5	6	7	8	9	10	System Wide
Sodium (ppm)	Average Range	49 48-49	46 44-48	49 27-62	37 29-47	38 29-45	36 24-43	29 23-37	43 42-46	52 39-94	43 42-44	42 23-94
Mineral Content (ppm)	Average Range	370 182-489	276 253-298	332 200-569	228 184-295	239 164-279	241 205-260	213 173-255	301 225-435	300 212-401	220 212-233	267 164-569
Hardness (ppm)	Average Range	159 102-215	110 96-127	120 86-178	88 75-98	98 80-115	103 97-109	102 85-125	132 92-157	119 72-204	79 78-80	109 72-215
pH (units)	Average Range	7.7 7.5-8.0	8.1 7.9-8.2	7.9 7.5-8.4	8.0 7.7-8.3	7.8 7.1-8.2	7.9 6.9-8.3	7.8 7.6-8.2	7.8 7.4-8.0	7.9 7.5-8.2	8.0 7.9-8.2	7.9 6.9-8.4
Temperature (deg F)	Average Range	81 77-85	85 82-87	84 77-90	85 79-88	83 75-88	83 76-90	83 80-87	85 81-87	86 82-92	85 77-88	84 75-92

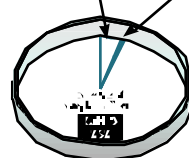


## COLIFORM BACTERIA TESTING RESULTS - October 2001

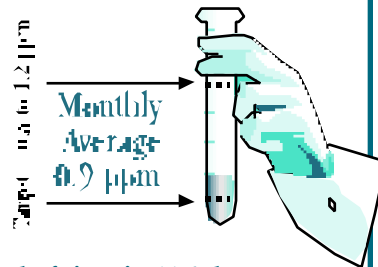
### Groundwater Quality Report



TPH Standard for Private Samples: 5%  
Number of Positive Samples for Total Coliform: 48%



Chlorine Level Average



"PPM" means one part per million & is about the same as one second of time in 11.6 days.

To give you a more accurate measurement of the water quality in your neighborhood, the Tucson Water service area has been divided into 10

zones based on differences in water pressure and water quality. For a detailed description of the zone boundaries, call 791-4331.